

## CONUS MEDEVAC GUIDE

The following information is designed to help make your medical evacuation go as smoothly as possible. This handbook briefly highlights the general interpretations of medevac regulations, but the actual regulations may be found in the Foreign Affairs Manual (FAM). Feel free to contact MED Foreign Programs (MED/FP) with any questions you may have.

MED/FP- Telephone: 202-663-1662 (8am-4:30pm weekdays)

MED/FP- Fax: 202-663-3247

MED/FP- E-mail: medforeignprograms@state.gov

DOS Operations Center: 202-647-1512 (off hours- ask for MED duty officer)

### **Pre-Departure**

Preparation on your part will make your medical travel easier. Prior to departure make sure you obtain and carefully read the medevac cable from MED/FP confirming your appointments and lodging. Look for any discrepancies in hotels, dates of appointments, etc. and notify MED/FP should there be an error or problem. Of particular importance is to review the language of the cable addressing your responsibilities while on medevac status and the requirements to restore your medical clearance at the completion of your medevac. Note the information on per diem, payment of medical expenses and hospitalization benefits. Review this guide thoroughly and complete the checklist. Be sure MED knows how to reach you (telephone and email if possible) while in the U.S.

### **Pre-Departure Checklist**

- ☐ Medevac authorization cable - Again please read!
- ☐ Round trip full fare open return economy airline ticket. If post travel insists on restricted fare contact MED/FP prior to ticketing
- ☐ Referral letter from Health Unit provider outlining your medical history and current problem which resulted in medevac
- ☐ Pertinent medical records, lab reports, original x-rays, etc.
- ☐ If EFM obtain signed copy of employees power of attorney to advance per diem

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- ❑ Adequate quantities of prescription medicines (30 days recommended)
- ❑ Cash and credit cards
- ❑ Medical insurance card and contact information. Pre-authorization arrangements are the responsibility of the insured (N.B. TRICARE members)
- ❑ Clothing appropriate for the season and climate of medevac destination

### **Arriving at the Airport**

After landing you will need to pass through immigration, baggage claim, and customs. Carts are available at the baggage area. “Meet and Greet” service is not provided. Taxis are readily available.

### **Transportation**

Taxis to and from medical appointments are authorized. Please note that car rentals are not authorized on your medevac orders.

### **Hotels in Washington, DC**

NON-STATE EMPLOYEES: If requested your confirmation cable may include a reservation at one of several hotels used by the Office of Medical Services. These hotels are selected for their central location and rates, which fall within the per diem limits. Payment for your hotel can be made by credit card. Reservations are made as a courtesy, there is no requirement that you stay in one particular hotel. If you decide to make a change, you need to notify FP of your new location and where you can be contacted. If you make your own reservations, please notify FP of the location. If you change your reservation you are responsible to cancel any reservation made by MED/FP. Your credit card will be charged one day penalty for no show if you fail to cancel in advance.

STATE EMPLOYEES: State employees and their dependents have the option to have their lodging directly paid by the DOS if they stay at the Oakwood Apartments at one of the following locations: Rosslyn, Arlington, East Falls Church, or Crystal City. M&IE will still be paid to the travelers. If the State traveler on medevac wishes to stay in another hotel, credit card information should be provided: credit card type, number, expiration date and the name of the cardholder. To make an Oakwood reservation, please e-mail MED/Foreign Programs, MedForeignPrograms@state.gov and KendallVC@state.gov or call Vanessa Kendall-Marks at 202-663-1662 with your estimated arrival and

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departure dates, family size, and other accommodation requests. MED will later e-mail the confirmation number for the Oakwood reservation.

Lodging and per diem are not covered for any nights you spend in the hospital. **You will need to check out of the hotel should you be hospitalized.** The hotel will store your luggage.

### **Foreign Programs-Office of Medical Services**

Please check in with FP on the first working day after your arrival. Office hours are 8:00 – 4:30. If you are on medevac to the DC area, you will be given an appointment to meet with the FP staff. After hours, if ill go to the nearest emergency room. Contact MED/FP next business day for any changes in your condition or unexpected hospitalization.

If in Washington, DC on medevac, GW University Hospital, Department of Emergency Medicine has a 24/7 house call service for non-life threatening illness. The costs are on par with Emergency Room visits, but may offer convenience of care done in your hotel room. See: [www.gwonsite.com](http://www.gwonsite.com) or call 202-741-3911. Payment is in cash or by credit card.

Once you commence your medical evaluation it is critical that we receive your records in a timely manner. You MUST sign a “release of information” with each of your providers in order for them to communicate with FP. After your medical appointments or upon your discharge from a hospital, please request that your doctor fax or email all records to MED/FP. You are expected to call after appointments and at least once per week to let us know how you are doing. FP may also need to contact your providers. Please find attached a “Request for Release of Information”. You may use this one or one preferred by your provider.

### **Outpatient Medical Visits/Fees:**

You are responsible for all medical bills. Please pay all medical expenses prior to departing. Keep all your receipts to submit to your insurance company.

Do not assume you will be able to pay your medical fees out of your per diem. The per diem is designed to cover your living expenses here and is not sufficient to cover medical fees as well.

### **Hospitalization Fees:**

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Because you are assigned overseas, if you are admitted to a hospital for more than twenty-four hours and your health insurance company qualifies your stay as a "hospitalization," a DS-3067 (Authorization for Medical Services) will be issued, authorizing secondary payer coverage by the U.S. Government.

Once a DS-3067 has been issued, you will ultimately have few out-of-pocket expenses related to your admission, as almost all of your hospital bills will be paid by, first your health insurance company and second the USG. . In addition to the direct costs of the hospitalization, the DS-3067 covers all outpatient medical expenses incurred related to your hospitalization such as pre-admission consultations and tests, and subsequent outpatient treatment for up to a total of 12 months. Coverage excludes the cost of your health insurance deductible. This 12 months can start before the hospitalization for which the DS 3067 was issued. Please note, however, that a DS-3067 is valid *only* if your primary health insurer considers the hospitalization as covered under your policy. For example, most cosmetic surgeries, bariatric surgeries, and Lasik surgery are not covered by insurance companies. Therefore, a DS-3067 would not be valid. Same-day surgical procedures that do not involve a hospital stay of more than 24 hours are not considered "hospitalizations" by insurance companies and, therefore, are not covered by a DS-3067.

Patients are responsible for any non-medical expenses, such as long-distance telephone calls, newspapers, etc., and must pay for those expenses at the time of discharge.

Once again lodging and per diem are not covered for any nights you spend in the hospital. You will need to check out of your hotel should you be hospitalized.

Two very important points:

- 1) If you have TriCare Prime insurance and want maximum insurance benefits, you must utilize a TriCare approved facility and have a pre-authorized Letter of Payment from TriCare. Contact your Point of Contact or the Health Unit for assistance in obtaining such a letter. As a TriCare patient, you have the option of paying for your hospitalization up front and asking for reimbursement later. MED does not coordinate with Tricare on these administrative matters.
- 2) If you are not an US Government Employee or dependent, you are responsible for all your own medical bills. This primarily

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affects institutional contractors who have health unit privileges at their post, but do not fall directly under the umbrella of the Department of State. This should be clarified by the contractor's sponsoring agency prior to the medevac.

If you do not have health insurance, the USG never becomes a payer. You will have to pay all hospital bills personally.

### **Personal Finances:**

Credit cards are accepted at most hotels, restaurants, and consultant offices.

If you have not drawn a travel advance before departure or wish additional funds, you can draw advances against your travel orders. However, you can draw no more than 80% of the per diem for the estimated number of days of your stay, unless any advances were received before arriving in CONUS.

MED/BUD will not release an advance of per diem to EFMs, unless the EFMs have in their possession the employee's power-of-attorney authorizing such an advance of funds against his/her social security number.

### **Medical Clearance**

Your Department of State medical clearance is suspended when you are placed on medevac status. Should you return to post without reinstatement of your medical clearance, you will have no health unit privileges at your post and will receive no US Government assistance should you need medical evacuation.

FP will reinstate your medical clearance once it determines that you are medically cleared to return to post. Please do not return to post until cleared by FP.

The exception is active duty military TriCare Prime patients; they must consult with TriCare/ISOS prior to returning to post. TriCare/ISOS in conjunction with the Military will contact your treating doctor and recommend whether you should return.

### **Sick/Medical Leave**

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While on medevac status you are on medical leave. Please insure that your time sheets reflect this. If you will exceed the amount of medical leave you have accrued, please contact Human Resources for assistance. You may be able to borrow sick leave.

### **Dental Evacuation**

The maximum number of days of lodging and per diem authorized for dental evacuations is one day for non-emergent and three days for emergent dental problems. These limits are exclusive of travel.

### **Non-Medical Attendant (NMA)**

Your post's health unit, in conjunction with MED/Foreign Programs in Washington, determines whether a NMA is required and authorized. The criteria for authorization are quite strict. For instance, NMAs are not generally authorized to assist patients after major surgery.

NMAs of adults are typically authorized a maximum of three days of per diem. Should NMAs stay beyond the period of authorization, they are responsible for their own lodging and per diem. This can be financially burdensome, particularly if the evacuee is hospitalized, as per diem is not provided to the evacuee during the hospitalization. (Note - if the evacuee is hospitalized during the authorized period, NMAs are eligible to continue to receive per diem.)

In the case of a life-threatening illness or accident, family members who are NMAs may be authorized per diem beyond the three days stated above.

For minors on medevac, one parent or guardian is authorized to accompany and receives lodging and per diem for the duration of the child's stay.

Of course, any family member or friend can travel with you at your or his expense.

### **Personal Travel While on Medevac Status**

Remember that you are in CONUS at US Government expense for medical reasons. Do not miss or delay any medical appointments for other personal business. Also, your travel orders do not authorize travel outside the area to which the medevac was authorized.

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Please do not assume that you will return on a certain date. The medevac process often takes longer than one might expect. You may make reservations to return to post, however, do not finalize tickets until you have been cleared by FP.

### **Medical Appointments for Conditions Not Related to your Medevac Condition**

This may be a convenient time for appointments for medical conditions that are unrelated to your medevac condition. However, if your appointment should fall on a date after you would have been cleared to return to post, you will not be entitled to lodging or per diem.

### **Returning to post:**

You must receive clearance to return to post from FP prior to your departure from CONUS. When your doctor has discharged you from his/her care, please request that he or she fax or email all medical records, to include diagnosis, prognosis, medications and required follow-up care.

Please use the following as a checklist for returning to post.

- ☐ Copy all available medical reports from your medevac. Leave a copy with FP and hand carry the originals to post for placement in your medical record. FP will forward any medical reports that are received after your departure to your post.
- ☐ Do not forget the originals of any x-rays, CT or MRI scans; these could save you repeat studies in the future.
- ☐ Book a return ticket with Carlson Wagonlit (866-654-5593) for State, or with your agency's travel agent.
- ☐ Insure all bills are paid prior to your departure, and that medical facilities have your accurate billing address.
- ☐ Arrange for transport to the airport through your hotel or with a taxi service.
- ☐ Contact your post so that you will be met at the airport upon arrival.
- ☐ Don't forget your passport with valid visas for your post, TA, money, credit cards, WHO yellow card, medications, malaria prophylaxis, and airline tickets.

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- ❑ If medications are difficult to obtain at your post, fill all your prescriptions before leaving CONUS.
- ❑ Leave a telephone number and e-mail address should we need to contact you in the future.

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